SOLVation® inc

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December 6, 1984

Mr. Ted Nelson
Science Writer
Studio 138
P.O. Box 29000
San Antonio, TX 78229

Dear Mr. Nelson:

We enjoyed seeing you at COMDEX and want to thank you for the interest in SOLVation's PC/SOLVEware product line. Our vertical system offers many profitable features for dealers. All applications are highly functional and easy to use, with good documentation and on-line help screens. Products can be implemented individually or combined with others for a complete business system. With vertical systems for manufacturers, advertising agencies, and other small businesses, PC/SOLVEware gives the dealer product breadth with consistent user interfaces and accounting procedures that will be easy for your staff to master. Support for the dealer is provided on both marketing and technical issues, and each application is available in a \$50 demonstration version.

In addition, SOLVation introduced a new product called The Buddy System^{tm}, which delivers on-site support electronically. With The Buddy System^{tm} one IBM PC can support a remote PC by emulating both the user's screen and keyboard. Either keyboard may operate the application, and either screen sees the results. Problem identification, diagnosis, and resolution accelerate. The impact on the support provided and customer satisfaction is predictably positive and profitable. Anyone involved in microcomputer support will immediately see the tremendous benefits.

The specific information which you requested during COMDEX is enclosed. If you have any further questions, please give us a call. Thanks again for your interest.

Sincerely,
SOLVation, Inc.

Edward Murphy
Vice President Sales

Solving Automation Needs of Small Business

By providing "on-site" support The Buddy System^{tm} solves many of the most difficult microcomputer support problems. For the end user, The Buddy System^{tm} accelerates a problem's identification, its diagnosis, and its resolution. Personal time loss and equipment downtime are minimized. The dealer, software supplier, or corporate support center using The Buddy System^{tm} to deliver microcomputer support provides better and more valued support at lower costs, which increases the profitability of the support function.

FUNCTIONAL SUMMARY

The Buddy System^{tm} is a software application product permitting an IBM PC to remotely monitor the processing of another IBM PC, with one screen emulating the other, and either keyboard being able to operate a user's application. The Buddy System^{tm} operates in two modes - the PILOT MODE for the user, and the CO-PILOT MODE for the support person. The user simply loads The Buddy System^{tm} when the PC is turned on, and then continues running regular applications in the normal manner. When the user encounters difficulty during application processing, a service call is normally placed. If the problem is easily explained and resolved, further action is unnecessary. In many cases, however, the user does not know what is wrong, cannot explain it, or is unable to help the support person visualize what has occurred. In such cases, the support person executes The Buddy System^{tm} CO-PILOT MODE, dials the user's PILOT system, automatically activating it. Once the connection is made, the support person can observe exactly what appears on the user's PC by emulating it on the CO-PILOT system. The support person observes the user as the application is executed, and may even take control of the application so that the user can observe what is to be done. Screen and keyboard emulation are helpful with most user oriented issues. However, problems with the actual application software or data require a different view of the system. With this in mind, The Buddy System^{tm} contains a special debug capability allowing the CO-PILOT to monitor the PILOT system through a variety of system level functions which provide direct access to the PILOT system's memory, system addressing base, and I/O ports.

With Buddy System^{tm} functionality, the support person is able to "look over" the user's shoulder from a remote location. Customer Support can now see user problems exactly, and determine what remedial action (if any) is necessary. Problems are almost always solved during the initial session, minimizing time lost and the cost of unnecessary service calls.

BUDDY SYSTEM^{tm} FEATURES

• Screen/Keyboard Emulation - CO-PILOT system offers full emulation of DOS and any PILOT system program which uses the operating system for I/O. This ensures speedy problem recognition by the support person and a quicker understanding of the actions necessary to solve the problem on the part of the user.

• Help - On-line help regarding Buddy System^{tm} operations is provided, making the system quick and easy to use for even inexperienced users.

• Screen Snapshot - The PILOT system's current screen displays on the CO-PILOT's screen, allowing the support person to see exactly what the user has done. This eliminates misinterpretation of the problem by the user when they try to explain it to the support person.

• Screen Copy to File - The current contents of the PILOT system´s screen is written to a file on the CO-PILOT system, allowing the support person to take a snapshot of the PILOT system. This eliminates the need to send hard copy through the mail, or to save it for later reference when working on a recurring problem.

• Append To File - New screens are appended to files initiated in the screen copy to file function. Support costs associated with recurring problems are reduced due to the accumulation of a problem/resolution library. Such a library provides an outstanding tool for training new support people, or for developing individual customer support histories.

• Read and Transmit to File - Reads a file and transmits it to the other Buddy System^{tm} through the keyboard. For example, an input stream such as a demo script, training tutorial, or test data can be sent to the other Buddy System^{tm}.

• Debug Capability - Access to hardware provides a more in-depth perspective on program or data problems:

    Display a range of memory locations
    Set the base address for accessing
     memory
    Read/Write any I/O port
    Modify memory locations
    Terminate session

• Set Port/Baud Rate - Easily and quickly establishes the serial port for communication and line speed used.

ADDITIONAL BUDDY SYSTEM^{tm}
APPLICATIONS

The Buddy System^{tm} is a flexible and powerful tool anytime two PC users have a requirement to interact over/share common applications or data:

• Training

An instructor can remotely train a student with The Buddy System^{tm}. The instructor observes the student going through a tutorial or processing an application. The instructor may discuss the exercise with the student concurrent with The Buddy System^{tm} operation, or the instructor can wait to review the student´s progress through The Buddy System^{tm} at a later time. Instruction can be extremely interactive and personal, but without the expense associated with time away from the office, travel, lodging, etc.

• Two-Way Computer Teleconferencing

Two remote users can share the same application such as a spreadsheet or a word processing document. Each user can affect changes or see the results while talking in parallel over the phone. "Realtime" teleconferencing is accomplished easily and inexpensively without the intervention of third parties, in a way that standard point to point data transfer could never satisfy.

• Remote Demonstration Capability

A sales person can remotely demonstrate a software product in the manner described above for teleconferencing. Sales costs are reduced, and prospective customers can be more easily introduced to the seller´s software products.

• Remote operation of another PC

The Buddy System^{tm} in CO-PILOT MODE can directly operate another PC remotely as if the software and data were resident on its own system. This is particularly useful when individuals use PCs in a number of different locations (home and office, multiple offices), but have not carried applications and data with them.

HARDWARE/SYSTEM SOFTWARE REQUIREMENTS

Hardware

    IBM PC, PC/XT, or PC/AT
    Serial Port
    Memory - PILOT system requires 10KB
          above user applications
          CO-PILOT system requires
          192KB
    Compatible modems, with equal line
     speeds (up to 9600BPS)

System Software

    PC DOS 2.0 or higher

APPLICATION SOFTWARE

The Buddy System^{tm} has been designed for use with most commonly used IBM PC applications. Concurrent use of the Buddy System^{tm} with other communications applications requires a second Serial Port and modem.

Applications disabling system interrupts must be terminated for Buddy System^{tm} use. Copying graphics with the Buddy System^{tm} requires compatible monitors on both the PILOT and CO-PILOT systems.